

お客様各位

April 10th 2019
Porters Corporation
CEO
Koji Nishimori

Notice regarding a system fault in HR Business Cloud

An error occurred last week in PORTERS HR Business Cloud - we deeply apologize for any inconvenience caused. Below we outline the details of the occurrence and the actions we will take to avoid it happening in the future.

※The timezone will be JST unless there is a mention for the timezone.

The Target System

HR-Business Cloud (hereafter “HRBC”)

Time of Occurrence

17:24 April 10th 2019 ~ 17:46 April 10th 2019

Affected Service(s)

HRBC

The Cause of the Fault

Following the release of HRBC version 4.0.8, we were able to confirm proper operation of the service and begin post-release maintenance, but there was an error in the post-release maintenance procedure documentation.

The steps we will take to avoid similar circumstances in future

We will change the format of the maintenance procedure document so that, when it is reviewed, any errors will be more easily discoverable. In addition, we have added document checks to the post-release pre-maintenance procedure.

Timeline of events

Date	The Disability・The Action
17:24 April 10 th 2019	HRBC Certification Service became unavailable
17:46 April 10 th 2019	The service was restored and correct operation confirmed

以上

We deeply apologize for any inconvenience caused as a result of this occurrence. We thank you for your continued support of PORTERS HRBC and Porters Corporation.